

CONSUMER SERVICES REPRESENTATIVE OPEN - NON PROMOTIONAL EXAMINATION



www.dca.ca.gov

The Department of Consumer Affairs provides equal employment opportunities to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

It is an objective of the State of California to achieve a drug-free work place. The use of illegal drugs is against state and federal laws, rules governing civil service and violates the special trust placed in public servants. Applicants for state employment are expected to be drug-free.

WHO MAY APPLY

Persons who meet the minimum qualifications as stated on this bulletin

HOW TO APPLY

This is a open non promotional exam for the Department of Consumer Affairs. Please submit an application (STD 678) to the address indicated below. **DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.**

NOTE: All applications must include: "to" and "from" dates (month/day/year); time base; and civil service class titles. Applications received without this information will be rejected. Resumes will not be accepted in lieu of a completed State Application, Form STD 678.

NOTE: The Department of Consumer Affairs' Selection Services Unit and/or the State Personnel Board reserve the right to revise the examination plan to better meet the needs of the service if there are any changes in circumstances surrounding the original examination plan.

WHERE TO APPLY

Submit State Application (STD 678) to:

MAIL TO:

Department of Consumer Affairs
Attn: Selection Services (Steve Martinez)
P.O. Box 980428
West Sacramento, CA 95798-0428

HAND DELIVER TO:

Department of Consumer Affairs
Attn: Selection Services (Steve Martinez)
1625 North Market Blvd., Suite N-321
Sacramento, CA 95834

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark "yes" on Question #2 on the Examination and/or Employment Application. The Selection Services Unit will contact you to make special testing arrangements. Telecommunications Device for the Deaf (TDD) number is (916) 322-1700 or 1 (800) 735-2929.

FINAL FILE DATE

July 20, 2007. Applications must be **POSTMARKED** no later than the final filing date. Applications postmarked, personally delivered or delivered via interagency mail after the final filing date will not be accepted.

SALARY RANGE

\$3304 - \$4015 per month

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the education and/or experience requirements for this examination on the date that they complete and submit their application to the above address.

EXAMINATION INFORMATION

It is anticipated that the written examination will be scheduled September 15, 2007.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

**MINIMUM
QUALIFICATIONS****Either I**

Two years of experience in the California state service performing the duties of a class with a level of responsibility equivalent to that of Office Services Supervisor I involving substantial public contact with the general public interviewing complainants and receiving, resolving, and adjusting complaints.

Or II

Three years of experience in a commercial or governmental organization, or a professional, trade, or consumer association, with primary responsibility for receiving, and resolving or adjusting consumer complaints. (Experience in the California state service applied toward this requirement must be performing the duties of a class at a level of responsibility equivalent to that of Office Services Supervisor I.) (College training may be substituted for one year of the required experience on the basis of two years of education being equivalent to one year of experience.)

**DEFINITION OF
TERMS**

The words "level of responsibility equivalent to..." means the applicant must have the experience of the type and length of time in a class at the same (or higher) level of responsibility as the classification specified.

**POSITION
DESCRIPTION**

A Consumer Services Representative receives and registers complaints filed by consumers. Develops facts of cases by telephoning, visiting, or corresponding with consumers, and the purveyor, manufacturer, or distributor of the product or service involved. Makes recommendations for the conciliation or adjustment of consumer complaints. Provides information on consumer assistance available from Federal, State and local governmental and private organizations; if necessary, refers cases to field investigation for possible disciplinary action. Prepares correspondence and reports.

**EXAMINATION
INFORMATION**

This examination will consist of a **WRITTEN TEST WEIGHTED 100%**

In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the written examination.

Positions exist statewide with the Department of Consumer Affairs.

EXAM SCOPE**WRITTEN TEST – WEIGHTED 100%**SCOPE**Knowledge of:**

1. Sources of information used in obtaining consumer interest or complaint information.
2. Private and public consumer interest organizations.
3. Methods and remedies available for the resolution of consumer interest problems.
4. Functions of Federal, State, and local regulatory and law enforcement agencies with consumer interest jurisdiction.
5. Consumer-related business and contract law.
6. Business practices.

Ability to:

1. Learn, interpret, and apply regulatory laws and rules.
2. Analyze situations accurately and take effective action.
3. Handle with courtesy and tact a wide variety of public contacts both on the telephone and in person.
4. Read and write English at a level required for successful job performance.
5. Compose correspondence and write reports.
6. Speak effectively.
7. Understand and carry out oral and written directions with a minimum of explanation.

SEE NEXT PAGE FOR ADDITIONAL INFORMATION

**ELIGIBLE LIST
INFORMATION**

A open non promotional list will be established for the Department of Consumer Affairs. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change.

**VETERANS
PREFERENCE
POINTS**

Veterans preference credit will be granted in this examination. .

**CAREER
CREDITS**

Career credits will be granted in this examination.

QUESTIONS?

If you have any questions concerning this announcement, please contact the Department of Consumer Affairs, Selection Services & Recruitment Unit, 1625 N. Market Street, Suite N 321, Sacramento, CA 95834, (916) 574-8351.

GENERAL INFORMATION

It is the candidate's responsibility to contact the Department of Consumer Affairs' Selection Services Unit at (916) 574-8351 three weeks after the final file date if a progress note is not received.

It is the candidate's responsibility to contact the Department of Consumer Affairs, Selection Services Unit, three days prior to the written test date if he/she has not received his/her notice to appear.

Applications are available at State Personnel Board offices, local Employment Development Department offices, the Department noted on the front of this bulletin and at www.spb.ca.gov.

If you meet the requirements to participate in this examination, you will be scheduled to participate in a competitive test in which your performance is compared with other competitors in the exam. All competitors who pass will be ranked according to their scores. Meeting the entry requirements does not assure success in the exam or placement on the employment list.

Examination Locations: Test locations are determined by the number of candidates and are limited or extended as conditions warrant. Ordinarily exams are scheduled in Sacramento, San Francisco, Los Angeles, or the spot(s) location(s) listed on the front of the bulletin.

Employment lists: Employment lists are established by competitive examination and are used in the following order, regardless of list date: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, and 6) open. The oldest dated list will be used first. All lists will expire in one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others. Competitors must be in a state of health consistent with the ability to perform the essential functions of the duties assigned to the class. A medical examination may be required. In open examinations, investigation of employment records, personal history, and fingerprinting may be required.

Veterans Preference: California law limits the granting of veterans preference credits to entrance examinations. When credit is granted, it is as follows: 10 points for disabled veterans and 5 points for other veterans. Directions for applying for veteran's preference and definitions for Veteran Disabled Veteran are available on the Application for Veterans Preference form which is available from the State Personnel Board office or written test proctors.

Career Credits: In open, non-promotional examinations career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code Section 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the application Form STD 678. (Section 4 of Article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento.)